



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

No. AAI/ER/RTI/PIO/2026/1197

Date : 16-09-2026.

To,

Sh. Naga Prakash N
D-701, Vaishnavi Oasis, Kismathpur Road,
Bandlaguda Jagir,
Hyderabad, Telengana,
Pin – 500086.
(email id: nnagaparakash@gmail.com)

Subject : Information under RTI Act. 2005.

Sir,

आपके ऑनलाइन RTI आवेदन का संदर्भ दिया जाता है, जिसका पंजीकरण संख्या AAIKO/R/T/26/00133, दिनांक 21-07-2026 है।

Reference is made to your online RTI application with Registration No. AAIKO/R/T/26/00133, dated 21-07-2026.

आपके RTI आवेदन के संबंध में भुवनेश्वर, पोर्ट ब्लेयर और गयाजी के एयरपोर्ट डायरेक्टर से मिली जानकारी इसके साथ संलग्न है। पटना एयरपोर्ट से संबंधित जवाब संबंधित एयरपोर्ट द्वारा भेजा जाएगा। हालाँकि, स्टेशन को इसे जल्द से जल्द भेजने का निर्देश दिया गया है।

Enclosed herewith please find information which is received from Airport Director, Bhubaneswar, Port Blair & Gayaji in respect of your RTI application. Reply pertaining to Patna Airport will be sent by the concerned Airport. However, the station have been directed for urgent submission.

भवदीय/ Yours Sincerely,

अनुलग्नक/Encl : यथोक्त/As stated above.

(बसंत कुमार भुयां /Basanta Kumar Bhuyan)

महाप्रबंधक (वित्त)/पीआईओ-क्षे.मु.-पू.क्षे./GM(Fin)/ PIO-RHQ-ER

एनएससीबीआई हवाई अड्डा, कोलकाता/NSCBI Airport, Kolkata

However, if you are not satisfied with the reply/information, you have the option to file an appeal within 30 days from the date of receipt of reply/ information to the First Appellate Authority. The details of First Appellate Authority is given below:

To

Shri Vikram Singh, RED(ER)/First Appellate Authority (FAA), Airports Authority of India, Regional Head Quarters, Eastern Region, N.S.C B.I. Airport, Kolkata-700 052.



भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

संदर्भ. सं./No.: AAI/BA/HR/E-52/ 5198

दिनांक/Date: 28.08.2026

सेवा में/To,

महा प्रबंधक (वित्त - पू. क्षे. / पी.आई.ओ./The General Manager (Fin)/PIO,
क्षेत्रीय मुख्यालय-पू. क्षे./RHQ-ER,
भारतीय विमानपत्तन प्राधिकरण/ Airports Authority of India,
ने.सु.च.बो.अं. हवाईअड्डा/ N.S.C.B.I. Airport,
कोलकाता-52/Kolkata-52.

विषय/Subject: आर.टी.आई. अधिनियम, 2005 के तहत जानकारी/ Information under RTI Act. 2005.

महोदय/Sir,

उपर्युक्त विषय पर, Shri Naga Prakash N के ऑनलाइन पंजीकरण No. AAIKO/R/T/26/00133 दिनांक 21.07.2026 से प्राप्त आरटीआई आवेदन का संदर्भ ले।

Reference is made to the RTI application with registration No. AAIKO/R/T/26/00136 dated 21.07.2026 of Shri Naga Prakash N.

इस संदर्भ में, बिजु पटनायक अंतर्राष्ट्रीय हवाईअड्डा, भुवनेश्वर के संबंध में मांगी गई जानकारी नीचे दी गई है:

In this connection, the information as sought for, in respect of Biju Patnaik International Airport, Bhubaneswar is appended below:

RTI application	Information sought for	Reply
with registration No. AAIKO/R/T/26/00136 dated 21.07.2026 of Shri Naga Prakash N.	State/Union Territory-wise number of passengers who availed wheelchair assistance while travelling on international flights operating from airports in India during the calendar year 2025. If State/UT-wise information is not maintained, kindly provide airport-wise data for each international airport in India indicating: a) Number of passengers availing wheelchair assistance on international departures; and b) Number of passengers availing wheelchair assistance on international arrivals during the calendar year 2025.	No such data is maintained by AAI, Biju Patnaik International Airport, Bhubaneswar. Wheelchair assistance is provided and managed by the concerned Airlines/Ground Handling Agencies.
	Kindly provide Airlines-wise data, if maintained by DGCA or received from airlines, regarding the number of passengers who availed wheelchair assistance on international flights operating from India during the calendar year 2025.	No such information is maintained by AAI, Biju Patnaik International Airport, Bhubaneswar. The service is provided by the concerned Airlines/Ground Handling Agencies.
	Please specify whether DGCA, Airports Authority of India (AAI), Airport operators, or airlines maintain database containing State/UT-wise, information on passengers availing wheelchair assistance on international flights.	No such database is maintained by AAI, Biju Patnaik International Airport, Bhubaneswar.
	Kindly provide the number of incidents reported during the calendar year 2025 involving: a) Rejection or denial of wheelchair assistance requests.	No such data/incidents are maintained by AAI, Biju Patnaik International Airport, Bhubaneswar.

विमानपत्तन निदेशक
Airport Director

बी.प.अं. हवाईअड्डा
B.P.I. Airport

भुवनेश्वर
Bhubaneswar

ओडीशा-751020
Odisha-751020

दूरभाष: 0674-2596300
Ph: 0674-2596300

फैक्स: 0674-2596302
Fax: 0674-2596302



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	b) Failure to provide pre-booked wheelchair assistance. c) Complaints received by DGCA regarding non-availability, delay, or inadequate wheelchair assistance on International flights operating from India. For the incidents mentioned in Item. kindly provide: a) Airlines-wise and Airport-wise breakup of such incidents, if maintained. b) Number of complaints disposed of and pending and. c) Details of any action taken, advisories issued, penalties imposed, or directions, issued by DGCA. If the information sought in Item No. 1 is not available or not maintained by your office, kindly provide a written confirmation to that effect and indicate the name of the public authority, if any that maintains such records, request that the information, wherever available, be provided in electronic form (PDF) by e-mail. Further, if the information sought is not held by your office but is available with another public authority, kindly transfer this application or the relevant portions thereof to the concerned public authority under Section 6(3) of the Right to Information Act, 2005, within the prescribed time and inform me accordingly.	No such information is maintained by AAI, Biju Patnaik International Airport, Bhubaneswar. It is confirmed that the information sought is not maintained by Biju Patnaik International Airport, Bhubaneswar. Wheelchair assistance is provided and managed by the concerned Airlines/Ground Handling Agencies, who may maintain the relevant records.
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सादर/Yours sincerely,

[प्रसन्ना प्रधान/ PRASANNA PRADHAN]

विमानपत्तन निदेशक/पी.आई.ओ./Airport Director/PIO

भुवनेश्वर/Bhubaneswar-20



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गयाजी हवाई अड्डा, गयाजी/ Gaya Ji Airport, Gaya Ji

संख्या — भा.वि.प्रा./गया/मा.सं./आर.टी.आई/2026/575,

दिनांक 28/07/2026

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सेवा में,

जन सूचना अधिकारी/महाप्रबंधक (संचार), पूर्वी क्षेत्र,
भारतीय विमानपत्तन प्राधिकरण,
ने.सु.चं.बो.अं हवाई अड्डा,
कोलकाता — 700052.

विषय :- सूचना का अधिकार अधिनियम, 2005 के अधीन मांगी गई सूचना के संबंध में।

महोदय,

क्षेत्रीय मुख्यालय, कोलकाता के ई-मेल दिनांक 27/07/2026 के निर्देशानुसार आपके द्वारा सूचना का अधिकार अधिनियम के तहत मांगी गई सूचना आर.टी.आई. पंजीकरण संख्या AAIKO/R/T/26/00133 दिनांक 21/07/2026 का प्रत्युत्तर इस कार्यालय के संबंधित विभाग के अनुसार निम्नवत है :-

Sl. No	Question	Reply
1	State/Union Territory-wise number of passengers who availed wheelchair assistance while travelling on international flights operating from airports in India during the calendar year 2025. If State/UT-wise information is not maintained, kindly provide airport-wise data for each international airport in India indicating: a) Number of passenger availing wheelchair assistance on international departure.	The information sought doesn't pertain to AAI Gaya Ji Airport.
2	b) Number of passengers availing wheelchair assistance on international arrivals during the calendar year 2025.	The information sought doesn't pertain to AAI Gaya Ji Airport.
3	Kindly provide airport-wise data, if maintained by DGCA or received from airlines, regarding the number of passengers who availed wheelchair assistance on international flights operating from India during the calendar year 2025. Please specify whether DGCA, Airports Authority of India (AAI), airport operators, or airlines maintain any database containing State/UT-wise information on passengers availing wheelchair assistance on international flights.	The information sought doesn't pertain to AAI Gaya Ji Airport. Further, AAI doesn't maintain any database for the wheelchair assistance service at Gaya ji Airport.
4	Kindly provide the number of incidents reported during the calendar year 2025 involving : a) Rejection or denial of wheelchair assistance requests. b) Failure to provide pre-booked wheelchair assistance and c) Complaints received by DGCA regarding non-availability, delay, or inadequate wheelchair assistance on international flights operating from India.	The information sought doesn't pertain to AAI Gaya Ji Airport.

5	For the incidents mentioned in Item no. 5, kindly provide: a) Airline-wise and airport-wise breakup of such incidents, if maintained b) Number of complaints disposed of and pending and c) Details of any action taken, advisories issued, penalties imposed, or directions issued by DGCA. If the information sought in Item No. 1 is not available or not maintained by your office, kindly provide a written confirmation to that effect and indicate the name of the public authority, if any, that maintains such records. I request that the information, wherever available, be provided in electronic form (PDF) by e-mail. Further, if the information sought is not held by your office but is available with another public authority, kindly transfer this application or the relevant portions thereof to the concerned public authority under Section 6(3) of the Right to Information Act, 2005. within the prescribed time and inform me accordingly.	The information sought doesn't pertain to AAI Gaya Ji Airport. The provisions of wheelchair assistance for Passengers at airport, are being made by their concerned Airline Operators.
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सूचनार्थ हेतु प्रेषित है।

भवदीय
अवधेश कुमार
 (अवधेश कुमार)
 संयुक्त महाप्रबंधक (एटीएम)
 कार्यवाहक विमानपत्तन निदेशक/जन-सूचना अधिकारी
 गयाजी हवाई अड्डा, गयाजी।
 30/08/26



संदर्भ क्रमांक: एएआई/ईआर/पीबी/आरटीआई/2025-26/130
Ref. No.: AAI/ER/PB/RTI/2025-26/

दिनांक: 08.08.2026
Date: 08.08.2026

को/ To,
जीएम (सीएनएस-ईआर)/पीआईओ-आरएचक्यू ईआर/ The GM (CNS-ER)/PIO-RHQ ER,
भारतीय विमानपत्तन प्राधिकरण/ Airports Authority of India
एनएससीबीआई हवाई अड्डा/ NSCBI Airport,
कोलकाता-700052/ Kolkata-700052

विषय/Sub : श्री नागा प्रकाश एन, के संबंध में आरटीआई अधिनियम 2005 के तहत मांगी गई जानकारी
प्रस्तुत है।/ Furnishing of Information sought under RTI Act 2005 –in r/o **Sh. Naga Prakash N**
-reg.

महोदय/ Sir,

कृपया श्री नागा प्रकाश एन के अवेदन पत्र संख्या AAIKO/R/T/26/00133, दिनांक 21.07.2026 के अनुसार दिए गए आर टी आई आवेदन का संदर्भ लें, जो इस कार्यालय को RHQ पत्र क्रमांक AAI/ER/RTI/PIO/2026/148 दिनांक- 24.07.2026 और दिनांक 27.07.2026 को ई-मेल के माध्यम से प्राप्त हुआ था।

Reference may please be made to the RTI application of **Shri. Naga Prakash N** vide **Letter No.AAIKO/R/T/26/00133, Dated: 21.07.2026**, which were received by RHQ letter no AAI/ER/RTI/PIO/2026/148, Dated: 24.07.2026 to this office via e-mail on 27.07.2026.

S.No./क्र.स.	Information Sought/मांगी गयी जानकारी	Information Supplied i.r.o V. S. I Airport Sri Vijaya Puram / वी.एस.आई. हवाई अड्डा, श्री विजयापुरम के संबंध में सूचना उपलब्ध कराई गई है।
Sir/Madam, kindly provide the following information under the provisions of the Right to Information Act ,2005: State/ Union Territory-wise number of passengers who availed wheelchair assistance while travelling on international flights operating from airports in India during the calendar year 2025. If State/ UT-wise information is not maintained, kindly provide airport-wise data for each international airport in India indicating:		
a	Numbers of passengers availing wheelchair assistance on international departures and	मांगी गई सूचना एयरलाइन ऑपरेटर से संबंधित है तथा यह एयरपोर्ट ऑपरेटर के कार्यक्षेत्र/अधिकार-क्षेत्र से संबंधित नहीं है। The information sought pertains to the Airline Operator and does not fall within the purview of the Airport Operator.



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b	Numbers of passengers availing wheelchair assistance on international arrivals during the calendar year 2025. Kindly provide airport-wise data, if maintained by AAI, regarding the number of passengers who availed wheelchair assistance at international terminals of airports managed by AAI during the calendar year 2025. Please specify whether assistance on international flights operating from airports in India. Kindly provide the number of incidents reported during the calendar year 2025 involving: - Rejection or denial of wheelchair assistance requests - Failure to provide pre-booked wheelchair assistance and - Complaints regarding non-availability, delay, or inadequate wheelchair assistance at airports. For the incidents mentioned in Item No 5, kindly provided: - Airport-wise breakup of such incidents, if maintained - Number of complaints disposed of and pending and - Details of any advisories, circulars, directions, or corrective measures issued by AAI regarding the provision of wheelchair assistance at airports. Kindly provide the number of wheelchair assistance and deployed at each international airport managed by AAI during the calendar year 2025, along with any prescribed and assistance. If the information sought in Item No. 1 is not available or not maintained by your office, kindly provide a written confirmation to that effect and indicate the name of public authority, if any, that maintains such records. I request that the information, wherever available, be provide in electronic form (PDF) by e-mail. Further, if the information sought is not held by your office but is available with another public authority, kindly transfer this application or the relevant portions thereof to concerned public authority under Section 6(3) of the Right to Information Act, 2005, within the prescribed time and inform me accordingly.	मांगी गई सूचना एयरलाइन ऑपरेटर से संबंधित है तथा यह एयरपोर्ट ऑपरेटर के कार्यक्षेत्र/अधिकार-क्षेत्र से संबंधित नहीं है। The information sought pertains to the Airline Operator and does not fall within the purview of the Airport Operator. उपलब्ध अभिलेखों के अनुसार, कैलेंडर वर्ष 2025 के दौरान किसी भी एयरलाइन द्वारा व्हीलचेयर सुविधा प्रदान करने में अस्वीकृति, इंकार, विफलता अथवा विलंब के संबंध में कोई यात्री शिकायत प्राप्त नहीं हुई। As per the records available, no passenger complaint regarding rejection, denial, failure, or delay in the provision of wheelchair assistance by any Airline was received during the calendar year 2025.
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धन्यवाद/ Thanking You.

हवाई अड्डा निदेशक / The Airport Director
वीएसआई हवाई अड्डा, श्री विजया पुरम, VSI Airport, Sri Vijaya Puram

विमानपत्तन निदेशक / Airport Director
भारतीय विमानपत्तन प्राधिकरण / Airports Authority of India
वीर सावरकर अंतर्राष्ट्रीय हवाई अड्डा / V.S.I Airport
श्री विजया पुरम / Sri Vijaya Puram



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

NO.AAC/RTI/2026/ 67

August 5, 2026.

Shri Naga Prakash N,
D-701 Vaishavi Oasis, Kismathpur Road,
Bangladuga, Jagir, Hyderabad,
Pin : 500086.
E-mail – nnagaprakash@gmail.com;

Subject: Supply of Information under RTI Act, 2005.

Sir,

This has reference to the 02 (two) nos. RTI Applications No. DIRKA/R/T/26/00040 dated 23/06/2026 and No. DIRKA/R/T/26/00053 dated 21/07/2026 on the above subject.

Wheelchair assistance to passengers is arranged and managed by the respective Airlines/Ground Handling Agencies.

The details received from International Airlines are compiled below for perusal:

1. Thai Airways

• **Passenger Data**

- a. Number of passengers who availed wheelchair assistance on international departures: 493
- b. Number of passengers who availed wheelchair assistance on international arrivals: 493

Incidents and Complaints

The number of incidents reported during the calendar year 2025 involving:

- a. Rejection or denial of wheelchair assistance requests: Nil
- b. Failure to provide pre-booked wheelchair assistance: Nil
- c. Complaints regarding non-availability, delay, or inadequate wheelchair assistance at airports: Nil

Status of Complaints

- a. Number of complaints disposed of: Nil
- b. Number of complaints pending as on the date of furnishing the information: Nil

Availability of Wheelchairs

- a. Total number of wheelchairs available: Wheelchairs are provided by our Ground Handling Service Provider based on operational requirements for each flight.
- b. Number of wheelchairs deployed for passenger use: It is deployed as per the request and as mentioned in the PNR. So no fixed numbers.

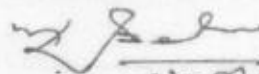
Note: The wheelchair deployment figures are based on the records/invoices maintained by the Ground Handling Service Provider (AI Airport Services Ltd.) for the calendar year 2025.

2. Singapore Airlines

• **Passenger Data**

- a. Number of passengers who availed wheelchair assistance on international departures. 3236
- b. Number of passengers who availed wheelchair assistance on international arrivals. 3169

Contd.....p/2.


06/08/2026



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-: 2 :-

- **Incidents and Complaints**

Kindly provide the number of incidents reported during the calendar year 2025 involving:

- a. Rejection or denial of wheelchair assistance requests. **NIL**
- b. Failure to provide pre-booked wheelchair assistance. **NIL**
- c. Complaints regarding non-availability, delay, or inadequate wheelchair assistance at airports.

- **Status of Complaints**

- a. Number of complaints disposed of. **NIL**
- b. Number of complaints pending as on the date of furnishing the information. **NIL**

- **Availability of Wheelchairs**

Kindly provide the data of:

- a. Total number of wheelchairs available. **GHA PROVIDES AS PER FLIGHT WCHR BOOKED LOAD & PAX REQUEST**
- b. Number of wheelchairs deployed for passenger use. **AS PER FLIGHT WCHR BOOKED LOAD & PAX REQUEST**

3. Buddha Airlines

WHEELCHAIR INFORMATION FOR THE CALENDER 2025 W.E.F. 19/10/2025			
PASSENGER DATA			
WCH AVAILED ON DEPERTURE	WCH AVAILED ON ARRIVAL		
33	44		
INCIDENTS & COMPLAINTS			
NO OF INCIDENTS REPORTED	REJECTION & DENIAL OF WHEELCHAIR	FAILURE TO PROVIDE PRE BOOKED WCH	COMPLAINTS REGARDING DELAY & NON AVAILABILITY
NIL	NIL	NIL	NIL
STATUS OF COMPLAINTS			
NO OF COMPLAINTS DISPOSED	NO OF COMPLAINTS PENDING		
NIL	NIL		
AVAILABILITY OF WCH			
NO OF WCH AVAILABLE IN AIALS FOR SERVICE	NO OF WCH DEPLOYED IN AIALS FOR SERVICE		
75	75		

Contd.....p/3.

[Signature]
06/10/2025

पीआईओ, एन.एस.सी.बी.आई. हवाई अड्डा, कोलकाता - 700052
PIO, N.S.C.B.I. AIRPORT, KOLKATA - 700052



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AIRPORTS AUTHORITY OF INDIA

-: 3 -

As per Section 19 of the Right to Information Act 2005, if you are not satisfied with the reply you can file an appeal with the First Appellate Authority within 30 days of the issue of this order, whose particulars are as under :-

Shri Vikram Singh
Airport Director,
Airports Authority of India,
Operational Office, NSCB Airport,
Kolkata-700052.

Thanking you,

Yours faithfully,

(Manoj Kumar Behera)
General Manager (Ops.-ASM)/CPIO.